

## 2.17 SERVICE STANDARDS

### **KLIËNTE diensstandaarde – HERSIEN VAN DIE STANDAARDE**

File number / Verwysingsnommer: 6/4/1

Meeting date / Vergadering datum: 23 Februarie 2016

Report by / Verslag deur: Mnr K Smit

### **STRATEGIC PURPOSE / STRATEGIESE REDE**

*Doeltreffende, koste-effektiewe en beste kwaliteit dienslewering aan al ons inwoners.*

### **PURPOSE OF REPORT / DOEL VAN VERSLAG**

Dat die Uitvoerende Burgemeesterskomitee kennis neem van die hersiene kliëntediensstandaarde.

### **BACKGROUND AND DISCUSSION / AGTERGROND EN BESPREKING**

Kliëntediensstandaarde moet elke drie maande hersien word volgens Hoof: Administrasie se SDBIP.

Vind aangeheg die kliëntediensstandaarde.

Nuwe of verwerkte standaarde kan bygevoeg word indien nodig.

### **COMMENTS: MUNICIPAL MANAGER / KOMMENTAAR: MUNISIPALE BESTUURDER**

Die aanbevelings word ondersteun. Die diensstaat ondersoek word voor einde Mei voltooi en mag dit 'n effek hê op die werksaamhede van sommige Departemente / Afdelings. Sodra veranderings van personeelstruktuur plaasvind, moet diensstandaarde weer hersien word.

### **COMMENTS: MANAGER CORPORATE SERVICES / KOMMENTAAR: BESTUURDER KORPORATIEWE DIENSTE**

Handhawing van die diensstandaarde in die Tegniese Dienste departement is onder druk deurdat die werkstudieverslag en Organogram nog nie goedgekeur is nie en poste daarom nie gevul kan word nie. Sodra poste gevul word, sal diensstandaarde weer verbeter.

### **COMMENTS: MANAGER FINANCE / KOMMENTAAR: BESTUURDER FINANSIES**

Neem kennis.

**COMMENTS: MANAGER PLANNING AND ENVIRONMENTAL AFFAIRS /  
KOMMENTAAR: BESTUURDER BEPLANNING EN OMGEWINGSKE**

Daar word volstaan by die huidige diensstandaarde en is veranderinge nie nou nodig nie.

**COMMENTS: MANAGER TECHNICAL SERVICES / KOMMENTAAR: BESTUURDER  
TEGNIESKE DIENSTE**Hoof-Siviele Instandhouding en Bedryfswaardes:

Die diensstandaarde vir Strate en stormwater moet hersien word. Die beskikbare personeel vir die herstel van slaggate en stormwater infrastruktuur is min en word versoek dat die diensstandaarde daer vir die herstel van slaggate en herstel van stormwaterkanale verleng word met 7 dae. Die detail verandering van die diensstandaarde is na Mnr K Smit ge-e-pos vir die nodige wysigings. Let wel dat die water, riool en elektrisiteit standaarde dieselfde sal bly.

**COMMENTS: MANAGER COMMUNITY SERVICES / KOMMENTAAR:  
BESTUURDER GEMEENSKAPSDIENSTE**

Daar word volstaan by die huidige diensstandaarde.

**COMMENTS: LEGAL SERVICES / KOMMENTAAR: REGSDIENSTE**

Daar word kennis geneem hiervan.

**COMMENTS: OTHER / KOMMENTAAR: ANDER****RECOMMENDATION / AANBEVELING**

1. Dat die Uitvoerende Burgermeesterskomitee kennis neem van die hersiene kliëntediensstandaarde met inagneming dat die herstel van slaggate en die herstel van stormwaterkanale na 14 dae verleng word.
2. Dat daar in die eerskomende nuusbrief weereens gemeld word rakende die unieke nommer wat publiek ontvang, indien 'n klagte aangemeld word en dit as 'n verwysing gebruik word.

**ATTACHMENTS / STAWENDE DOKUMENTE**

Kliëntediensstandaarde

| Name   | Service Description  | Service level days | Department         |        | Action |
|--|--|--------------------|--------------------|--------|--------|
| CORPORATE SERVICES: Council Resolutions Distribution to Managers and personnel | CORPORATE SERVICES: Distribution of Council Resolutions from the Administration Department to applicable Managers and personnel for implementation or information. | 4                  | Corporate Services |        | Select |
| CORPORATE SERVICES: Correspondence Distribution                                | CORPORATE SERVICES: The Distribution of incoming correspondence to various departments for action.   | 3                  | Corporate Services |        |        |
| CORPORATE SERVICES: Appointment of Personnel                                   | CORPORATE SERVICES: Appointment of Personnel   | 60                 | Corporate Services |        |        |
| CORPORATE SERVICES: Contractual Legal Advise                                   | CORPORATE SERVICES: Contractual Legal Advise   | 14                 | Corporate Services |        |        |
| CORPORATE SERVICES: Website Updates  | CORPORATE SERVICES: Website Updates  | 2                  | Corporate Services |        |        |
| COMMUNITY SERVICES: Replace Traffic Signs                                      | COMMUNITY SERVICES: Replace Traffic Signs  | 21                 | Community Services | 433136 | Select |
| COMMUNITY SERVICES: Licensing and Road Worthy Certificates                     | COMMUNITY SERVICES: Licensing and Road Worthy Certificates   | 56                 | Community Services |        |        |
| COMMUNITY SERVICES: Learners and Driver's License                              | COMMUNITY SERVICES: Availability of learners and driver's License appointment  | 56                 | Community Services |        |        |
| COMMUNITY SERVICES: Traffic Control Complaint                                  | COMMUNITY SERVICES: Traffic Control Complaint  | 10                 | Community Services | 433177 | Select |
| COMMUNITY SERVICES: By-laws Contravention                                      | COMMUNITY SERVICES: By-laws Contravention  | 14                 | Community Services | 433474 | Select |
| COMMUNITY SERVICES: Complaints wrt. Vagrants                                   | COMMUNITY SERVICES: Complaints wrt. Vagrants   | 14                 | Community Services | 433479 | Select |
| COMMUNITY SERVICES: Illegal Traders  | COMMUNITY SERVICES: Illegal Traders  | 2                  | Community Services | 433481 | Select |
| COMMUNITY SERVICES: Problem at Sport Facilities                                | COMMUNITY SERVICES: Problem at Sport Facilities  | 3                  | Community Services | 433493 | Select |
| COMMUNITY SERVICES: Burning of Transfer Station                                | COMMUNITY SERVICES: Burning of Transfer Station  | 3                  | Community Services | 433521 | Select |

| Name   | Service Description  | Service level days | Department         |        | Action |
|--|--|--------------------|--------------------|--------|--------|
| TECHNICAL SERVICES: Repair Water Pipe Bursts               | TECHNICAL SERVICES: Repair Water Pipe Bursts               | 1                  | Technical Services | 433524 | Select |
| TECHNICAL SERVICES: Clear Blocked Sewerage Drains          | TECHNICAL SERVICES: Clear Blocked Sewerage Drains          | 3                  | Technical Services | 433526 | Select |
| TECHNICAL SERVICES: Sewerage Connections                   | TECHNICAL SERVICES: Sewerage Connections                   | 21                 | Technical Services |        |        |
| TECHNICAL SERVICES: Repair Potholes                        | TECHNICAL SERVICES: Repair Potholes                        | 7                  | Technical Services | 433529 | Select |
| TECHNICAL SERVICES: Repair Water Leakages                  | TECHNICAL SERVICES: Repair Water Leakages                  | 2                  | Technical Services | 433533 | Select |
| TECHNICAL SERVICES: Repair/Replace Faulty Water Meters     | TECHNICAL SERVICES: Repair/Replace Faulty Meters           | 5                  | Technical Services | 433537 | Select |
| TECHNICAL SERVICES: No Water Available                     | TECHNICAL SERVICES: No Water Available                     | 1                  | Technical Services | 433538 | Select |
| TECHNICAL SERVICES: Low Water Pressure                     | TECHNICAL SERVICES: Low Water Pressure                     | 5                  | Technical Services | 433539 | Select |
| TECHNICAL SERVICES: Water Quality Complaints               | TECHNICAL SERVICES: Water Quality Complaints               | 5                  | Technical Services | 433542 | Select |
| TECHNICAL SERVICES: Water Connections                      | TECHNICAL SERVICES: Water Connections                      | 21                 | Technical Services |        |        |
| TECHNICAL SERVICES - SEWER: Smells                         | TECHNICAL SERVICES - SEWER: Smells                         | 5                  | Technical Services | 433587 | Select |
| TECHNICAL SERVICES - SEWER: Leakages                       | TECHNICAL SERVICES - SEWER: Leakages                       | 1                  | Technical Services | 433588 | Select |
| TECHNICAL SERVICES: Rubbish removal                        | TECHNICAL SERVICES: Rubbish removal                        | 2                  | Technical Services |        |        |
| TECHNICAL SERVICES: General Dumping Complaints             | TECHNICAL SERVICES: General Dumping Complaints             | 5                  | Technical Services | 433496 | Select |
| TECHNICAL SERVICES - SEWER: Broken / Missing Manhole Cover | TECHNICAL SERVICES - SEWER: Broken / Missing Manhole Cover | 3                  | Technical Services | 433589 | Select |
| TECHNICAL SERVICES - SEWER: Removal Services               | TECHNICAL SERVICES - SEWER: Removal Services               | 3                  | Technical Services | 433590 | Select |

| Name  | Service Description   | Service level days | Department         |        | Action |
|---|---|--------------------|--------------------|--------|--------|
| TECHNICAL SERVICES - ROADS & STORM WATER: Pavement Related                    | TECHNICAL SERVICES - ROADS & STORM WATER: Pavement Related                    | 7                  | Technical Services | 433592 | Select |
| TECHNICAL SERVICES - ROADS & STORM WATER: Blocked Storm Water Drains          | TECHNICAL SERVICES- ROADS & STORM WATER: Blocked Storm Water Drains           | 7                  | Technical Services | 433593 | Select |
| TECHNICAL SERVICES - ROADS & STORM WATER: Uneven Road Surfaces / Gravel Roads | TECHNICAL SERVICES - ROADS & STORM WATER: Uneven Road Surfaces / Gravel Roads | 7                  | Technical Services | 433596 | Select |
| TECHNICAL SERVICES Damaged Road Repairs                                       | TECHNICAL SERVICES Damaged Road Repairs                                       | 30                 | Technical Services |        |        |
| TECHNICAL SERVICES: Storm Water Pipe Repairs                                  | TECHNICAL SERVICES: Storm Water Pipe Repairs (Breakage and Blockage)          | 30                 | Technical Services |        |        |
| TECHNICAL SERVICES: Repair of Side walks                                      | TECHNICAL SERVICES: Make of Side walks  | 14                 | Technical Services |        |        |
| TECHNICAL SERVICES: Make of Driveways   | TECHNICAL SERVICES: Make of Driveways   | 14                 | Technical Services |        |        |
| TECHNICAL SERVICES: Cutting of Trees and Grass                                | TECHNICAL SERVICES: Cutting of Trees and Grass                                | 7                  | Technical Services | 433494 | Select |
| TECHNICAL SERVICES: Clearing of Open Overgrown Areas                          | TECHNICAL SERVICES: Clearing of Open Overgrown Areas                          | 21                 | Technical Services |        |        |
| TECHNICAL SERVICES: Grave Preparation for Burials                             | TECHNICAL SERVICES: Grave Preparation for Burials                             | 3                  | Technical Services |        |        |
| TECHNICAL SERVICES: General Repairs (Small defects)                           | TECHNICAL SERVICES: General Repairs (Small defects)                           | 3                  | Technical Services |        |        |
| TECHNICAL SERVICES: Power Interruptions                                       | TECHNICAL SERVICES: Power Interruptions                                       | 1                  | Technical Services | 433597 | Select |
| TECHNICAL SERVICES: Meter Queries / Complaints                                | TECHNICAL SERVICES: Meter Queries / Complaints                                | 2                  | Technical Services | 433598 | Select |
| TECHNICAL SERVICES - STREET LIGHTS: Entire Street is Off                      | TECHNICAL SERVICES - STREET LIGHTS: Entire Street is Off                      | 2                  | Technical Services | 433599 | Select |

| Name  | Service Description   | Service level days | Department                                      |        | Action |
|---|---|--------------------|---|--------|--------|
| TECHNICAL SERVICES - STREET LIGHTS: Single Street Light is Off  | TECHNICAL SERVICES - STREET LIGHTS: Single Street Light is Off  | 5,21               | Technical Services                              | 433600 | Select |
| TECHNICAL SERVICES: Electricity: Reconnections After Payment is Made  | TECHNICAL SERVICES: Reconnections After Payment is Made   | 1                  | Technical Services                              | 433601 | Select |
| TECHNICAL SERVICES: Electricity : New Connections Where Existing Infrastructure can be Used and After Payment is Made | TECHNICAL SERVICES: New Connections Where Existing Infrastructure can be Used and After Payment is Made | 5                  | Technical Services                              | 433603 | Select |
| TECHNICAL SERVICES Faulty Power box (Repair of Replacement)   | TECHNICAL SERVICES Faulty Power box (Repair of Replacement)   | 1                  | Technical Services                              |        |        |
| TECHNICAL SERVICES: Geyser Control  | TECHNICAL SERVICES: Geyser Control  | 2                  | Technical Services                              |        |        |
| FINANCIAL SERVICES: Electricity Blocked   | FINANCIAL SERVICES: Electricity Blocked   | 4                  | Financial Services                              | 433605 | Select |
| FINANCIAL SERVICES: Water Blocked (Placed on Drip)  | FINANCIAL SERVICES: Water Blocked (Placed on Drip)  | 4                  | Financial Services                              | 433606 | Select |
| FINANCIAL SERVICES: Prepaid Vendor Off  | FINANCIAL SERVICES: Prepaid Vendor Off  | 4                  | Financial Services                              | 433607 | Select |
| FINANCIAL SERVICES: Account Enquiries   | FINANCIAL SERVICES: Account Enquiries   | 4                  | Financial Services                              | 433608 | Select |
| FINANCIAL SERVICES Clearance Certificate  | FINANCIAL SERVICES Clearance Certificate  | 30                 | Financial Services                              |        |        |
| FINANCIAL SERVICES Tax Clearance  | FINANCIAL SERVICES: Tax Clearance   | 7                  | Financial Services                              |        |        |
| FINANCIAL SERVICES Social Assistance Applications   | FINANCIAL SERVICES: Social Assistance Applications  | 60                 | Financial Services                              |        |        |
| TOWN PLANNING: Building Inspection Confirmation   | TOWN PLANNING: Building Inspection  | 3                  | Town and Regional Planning and Building Control | 688524 | Select |
| TOWN PLANNING: Builders Deposit Refund Application processed  | TOWN PLANNING: Builders Deposit   | 3                  | Town and Regional Planning and Building Control | 688526 | Select |



| Name  | Service Description                               | Service level days | Department   |        | Action |
|---|---|--------------------|--|--------|--------|
| TOWN PLANNING: On-site Queries                    | TOWN PLANNING: On-site Queries                    | 5                  | Town and Regional Planning and Building Control          | 688527 | Select |
| TOWN PLANNING: Building Plan Application Progress | TOWN PLANNING: Building Application Progress      | 5                  | Town and Regional Planning and Building Control          | 688531 | Select |
| TOWN PLANNING: Complaint: General                 | TOWN PLANNING: Complaint: General                 | 5                  | Town and Regional Planning and Building Control          | 688535 | Select |
| TOWN PLANNING: Outdoor Advertising Enquiries      | TOWN PLANNING: Outdoor Advertising Enquiries      | 5                  | Town and Regional Planning and Building Control          | 688539 | Select |
| TOWN PLANNING: Building Plan Approval             | TOWN PLANNING: Building Plan Approval             | 30                 | Town and Regional Planning and Building Control          |        |        |
| TOWN PLANNING Zoning Certificate                  | TOWN PLANNING Zoning Certificate                  | 10                 | Town and Regional Planning and Building Control          |        |        |
| TOWN PLANNING: Land Use/Scheme Regulation Queries | TOWN PLANNING: Land Use/Scheme Regulation Queries | 5                  | Town and Regional Planning and Building Control          | 688540 | Select |
| TOWN PLANNING Land Use Applications               | TOWN PLANNING Land Use Applications               | 90                 | Town and Regional Planning and Building Control Planning |        |        |
| TOWN PLANNING: Air Pollution                      | TOWN PLANNING: Air Pollution                      | 3                  | Town and Regional Planning and Building Control Planning | 433482 | Select |
| TOWN PLANNING: Sound Disturbance                  | TOWN PLANNING: Sound Disturbance                  | 3                  | Town and Regional Planning and Building Control Planning | 433487 | Select |

